

**The Claims Defining the Invention are as Follows**

1. A system for managing requests comprising:
  - at least one communications line adapted to be used by a requestor to place a request with the system;
  - request means for identifying contact details of the requestor and a stock item to which the request relates; and
  - a user interface having at least one indicator means thereon, one of the indicator means associated with the stock item to which the request relates,

where when a requestor places a request with the system, the indicator means associated with the stock item to which the request relates is set to a first state indicating that at least one request associated with the stock item has not been attended to, and when all requests associated with the stock item have been attended to, the indicator means associated with the stock item to which the request relates is set to a second state.

2. A system for managing requests according to claim 1, where each stock item is assigned a stock code and each indicator means is associated with a stock code such that the association between indicator means and stock item is through the stock code.

3. A system for managing requests according to claim 1, where the request is placed in one of the following manners: telephone call; facsimile message; e-mail; short messaging system message.

4. A system for managing requests according to claim 1, where the request means identifies the contact details of the requestor by automatic caller identification.

5. A system for managing requests according to claim 2, where the request means identifies the stock item to which the request relates by identifying the stock code contained within the request.

6. A system for managing requests according to claim 1, where the request means also records details from the requestor as to the requestor's desired means of receiving information.

7. A system for managing requests according to claim 1, where the indicator means is a graphical illustration of a light.

8. A system for managing requests according to claim 1, where, when the indicator means is in a first state, the indicator means is periodically illuminated and, when the indicator means is in a second state, the indicator means is permanently illuminated.

9. A system for managing requests according to claim 2, where each indicator means displayed on the user interface has its associated stock code displayed substantially adjacent thereto.

10. A system for managing requests according to claim 2, where each stock code has a state to indicate the status or actions that need to be performed in respect of the stock code.

11. A system for managing requests according to claim 10, where a stock code is set to a first state to indicate that the stock code has not yet been associated with a stock item and is set to a second state to indicate that the stock code has been associated with a stock item;

12. A system for managing requests according to claim 10, where a stock code is set to a third state to indicate that a sign or other form of notification or advertisement in respect of the associated stock item should be put up or placed and is set to a fourth state to indicate that a sign or other form of notification or advertisement in respect of the associated stock item should be taken down or discontinued.

13. A system for managing requests according to claim 10, where the user interface further includes a status box, the status box displaying the total number of stock codes set to each state.

14. A system for managing requests according to claim 1 where the user interface includes a counter window, the counter window displaying the total number of requests made in respect of a stock item on activation of the indicator means associated with the stock item.

15. A system for managing requests according to claim 2, further comprising reminder means adapted to provide reminders to indicate that a sign or other form of notification or advertisement should be put up or placed and adapted to provide reminders to indicate that a sign or other form of notification or advertisement should be taken down or discontinued, each such reminder associated with a stock code.

16. A system for managing requests according to claims 12 and claim 15, where actioning a reminder indicating that a sign or other form of notification or advertisement should be put up or placed changes the stock code to the third state and satisfying a reminder indicating that a sign or other form of notification or advertisement should be taken down or discontinued changes the stock code to the second state.

17. A system for managing requests according to claim 16, where if the reminder is not actioned within a predetermined time period, the stock code associated with the reminder flashes periodically.

18. A system for managing requests according to claim 16 where, upon activation, the reminder is displayed in a scrolling text bar.

19. A system for managing requests according to claim 2, where the user interface further comprises means for displaying contact details of the requestor and the stock code of the stock item to which the request relates.

20. A system for managing requests according to claim 1, further comprising statistics means for generating statistical information in respect of requests, stock items and/or requestors.

21. A system for managing requests according to claim 1, where, when the request means cannot identify the contact details of the requestor or the stock item to which the request relates, the request means presents to the requestor a menu, the menu allowing the requestor to enter in their contact details and/or designate the stock item to which the request relates.

22. A system for managing requests according to claim 1, further comprising at least one voice mailbox, each voice mailbox associated with a stock item, such that, when the means of placing the request is a telephone call, the requestor hears the message recorded in the voice mailbox associated with the stock item their request relates to.

23. A system for managing requests according to claim 22, further comprising means for recording a message and storing it in a voice mailbox.

24. A system for managing requests according to claim 1, whereby the system further comprises suggestion means, the suggestion means adapted to search for stock items having similar characteristics to the stock item to which the requestor's request relates and providing details of the suggested stock items to the requestor.

25. A system for managing requests according to claim 1, further comprising an interactive screen display, the user interface being adapted to accept a request from a requestor using the interactive screen display.

26. A user interface for a system for managing a request from at least one communication line, the request identifying a stock item to which the request relates, the user interface comprising at least one indicator means, one of the at least one indicator means associated with the stock item the request relates to, where, when a requestor places the request, the indicator means associated with the stock item is set to a first state indicating that at least one request associated with the stock item has not been attended to, and when all requests associated with the stock item have been attended to, the indicator means associated with the stock item to which the request relates is set to a second state.

27. A user interface as claimed in claim 26, where each stock item is assigned a stock code and the stock code is displayed on the user interface at a position substantially adjacent to the indicator means associated with the stock item, such that a visual association is formed between the indicator means and the stock code.

28. A user interface as claimed in claim 26 where the indicator means is a graphical illustration of a light.

29. A user interface as claimed in claim 26, where, when the indicator means is in a first state, the indicator means is periodically illuminated and, when the indicator means is in a second state, the indicator means is permanently illuminated.

30. A user interface as claimed in claim 27, where each stock code has a state to indicate the status or actions that need to be performed in respect of the stock code.

31. A user interface as claimed in claim 27, where a stock code is set to a first state to indicate that the stock code has not yet been associated with a stock item and is set to a second state to indicate that the stock code has been associated with a stock item.

32. A user interface as claimed in claim 27, where a stock code is set to a third state to indicate that a sign or other form of notification or advertisement in respect of the associated stock item should be put up or placed and is set to a fourth state to indicate that a sign or other form of notification or advertisement in respect of the associated stock item should be taken down or discontinued.

33. A user interface as claimed in claim 27, the user interface further comprising a status box, the status box displaying the total number of stock codes set to each state.

34. A user interface as claimed in claim 26, the user interface further comprising a counter window, the counter window displaying the total number of requests made in respect of a stock item on activation of the indicator means associated with the stock item.

35. A method of managing requests comprising:

- receiving a request via a communications line;
- identifying the contact details of the requestor and a stock item to which the request relates;
- setting an indicator means associated with the stock item to a first state indicating that at least one request associated with the stock item has not been attended to; and

- setting an indicator means associated with the stock item to a second state indicating when all requests associated with the stock item have been attended to.

36. A method according to claim 35, further comprising the steps of associating each stock item with a stock code and associating each indicator means with a stock code.

37. A method according to claim 35, further comprising the step of obtaining details of the requestor's desired means of receiving information and responding to the request using the requestor's desired means of receiving information.

38. A method according to claim 36, further comprising the steps of:

- displaying the stock code substantially adjacent to the indicator means so that a visual association is formed there between;
- setting stock codes not associated with a stock item to a first state;
- setting stock codes associated with a stock item to a second state;

39. A method according to claim 36, further comprising the steps of:

- displaying the stock code substantially adjacent to the indicator means so that a visual associated is formed there between;
- setting stock codes for which a reminder that a sign or other form of notification or advertisement in respect of the associated stock items should be put up or placed has become due to a third state;
- setting stock codes for which a reminder that a sign or other form of notification or advertisement in respect of the associated stock item should be taken down or discontinued to a fourth state.

40. A method according to claim 35, further comprising the step of displaying the total number of requests made in respect of a stock item on activation of the indicator means associated with the stock item.

41. A method according to claim 36, further comprising the step of displaying contact details of the requestor and the stock code of the stock item to which the request relates.

42. A method according to claim 35, further comprising the step of calculating statistical information in respect of requests, stock items and/or requestors.

43. A method according to claim 35, further comprising the step of providing a menu to the requestor in the event that either the requestor's contact details or the stock item to which the request relates could not be automatically ascertained.

44. A method according to claim 35, further comprising the steps of:

- establishing a voice mailbox for a stock item;
- recording a message for the voice mailbox; and
- playing the message to the requestor upon receipt of a request related to the stock item associated with the voice mailbox.

45. A method according to claim 35, further comprising the steps of:

- searching for stock items having similar characteristics to the stock item to which the requestor's request relates; and
- providing details of the suggested stock items to the requestor.